



# MyVA Access Veteran Interview Guide

OMB No. 2900-0770

Estimated Burden: 45 minutes

Expiration Date: 9/30/2020

**The Paperwork Reduction Act of 1995:** This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 45 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this telephone/mail survey will lead to improvements in the quality of service delivery by helping to achieve services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

**Interviewer Name:**

**Date:**

**Time Start:**

**Time End:**

Hello [Mr./Ms. interview participant name],

Thank you for joining me today. My name is [interviewer name]. I am part of a team that is interviewing Veterans about their experience getting VA care. We've been asked to complete this work by the Office of Veteran Access to Care and the VA Office of Rural Health. The information you share with us will be confidential and no names mentioned today will be used in any of our reports. Information will be used to improve care at the VA.

The call will take approximately 45 minutes.

Your participation in this interview is completely voluntary. You can stop the interview at any time, and let me know if you'd rather not answer any question.

Do you have any questions?

To make sure we don't miss anything and get the full benefit of our time today, we would like to record this call. We won't keep your name or any identifying information in the recording or in our reports. The audio-file for the recording will be stored directly to restricted access file on the VA intranet. Is this okay with you? **[Hit record button.]** Okay, to confirm, I'm starting the recording. Is this ok with you?

**Grounded prompts: If responses are limited or require clarification, probes may be used to elicit more detailed responses. Probes should use words or phrases presented by the participant using one of the following formats:**

1. **What do you mean by** \_\_\_\_\_.
2. **Tell me more about** \_\_\_\_\_.
3. **Give me an example of** \_\_\_\_\_.
4. **Tell me about a time when** \_\_\_\_\_.
5. **When did (they, you, it, etc)** \_\_\_\_\_?
6. **Where did (they, you, it, etc)** \_\_\_\_\_?

1. What does "access to healthcare" mean to you?
2. Tell me about getting medical care at the VA.
  - a. What type of care do you receive at the VA?
  - b. [If thin description] Tell me about the most recent time you got medical care at the VA.
  - c. What [else], if anything, makes getting care at the VA easy? Either during the most recent visit or before?
  - d. What [else], if anything, makes getting care at the VA difficult? Either during the most recent visit or before?
3. As a Veteran, what, if any, is your role in getting medical care at the VA?
4. Overall, how satisfied are you with getting care at the VA?

5. Is there anything else we should know about getting medical care at the VA?
6. What could the VA do to improve access to care for Veterans?
7. Have you used or tried to get care through the Veterans' Choice Program?
8. Do you ever get care places other than the VA?
  - a. [If yes] Tell me about getting medical care there.
9. Do you have any questions for us?

Thank you for taking the time to participate in this interview. We really appreciate you sharing your experiences with getting medical care at the VA.